Virtual Care QRG

Setting up Webex via Microsoft Edge browser

This QRG is designed to show you how to access Webex via Microsoft Edge browser if the Webex App is not working properly.

Please follow the Monash Health approved pathways and policies for using Webex. For more information, visit coronavirus.monashhealth.org and go to Resources > View All Resources > Virtual Care.
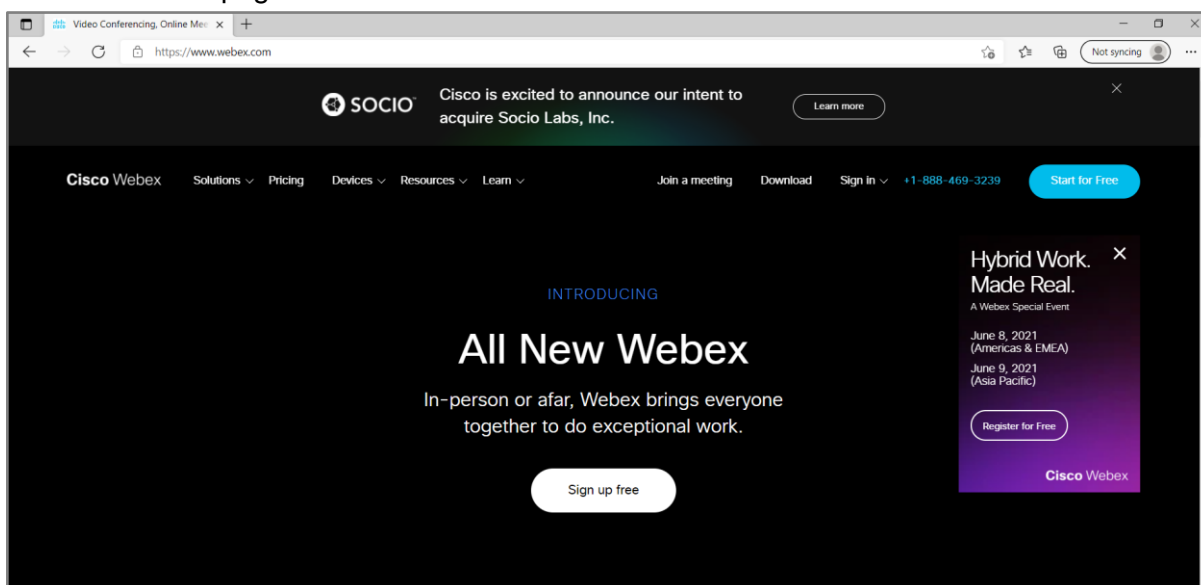
Setting up Webex

1. Log into the Surface Go device using an appropriate username and password. Click on the **Microsoft Edge icon** to open a new browser window.

2. Click in the browser search bar and type **www.webex.com**
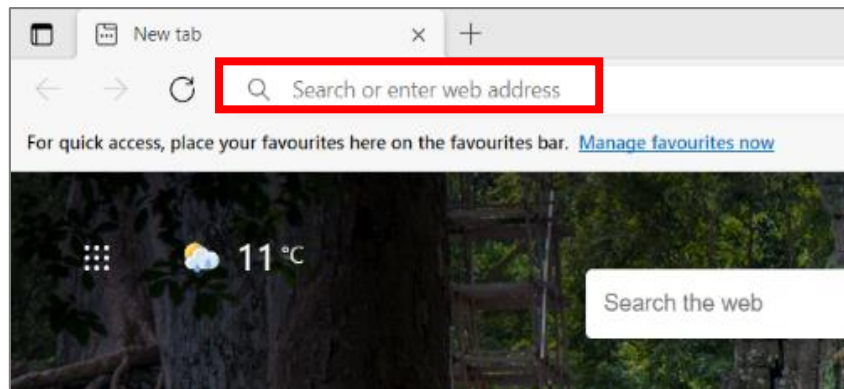
3. The Webex webpage will load as shown below.

4. There are two options for entering a meeting:
   o If you have the details for a scheduled meeting with a patient: click **Join a meeting** (first red box). See further details below.
   o If you are physically present with a patient and you are required to log in for the meeting in a clinical role: click **Sign in** (second red box) and follow the prompts using your Monash Health user account details.
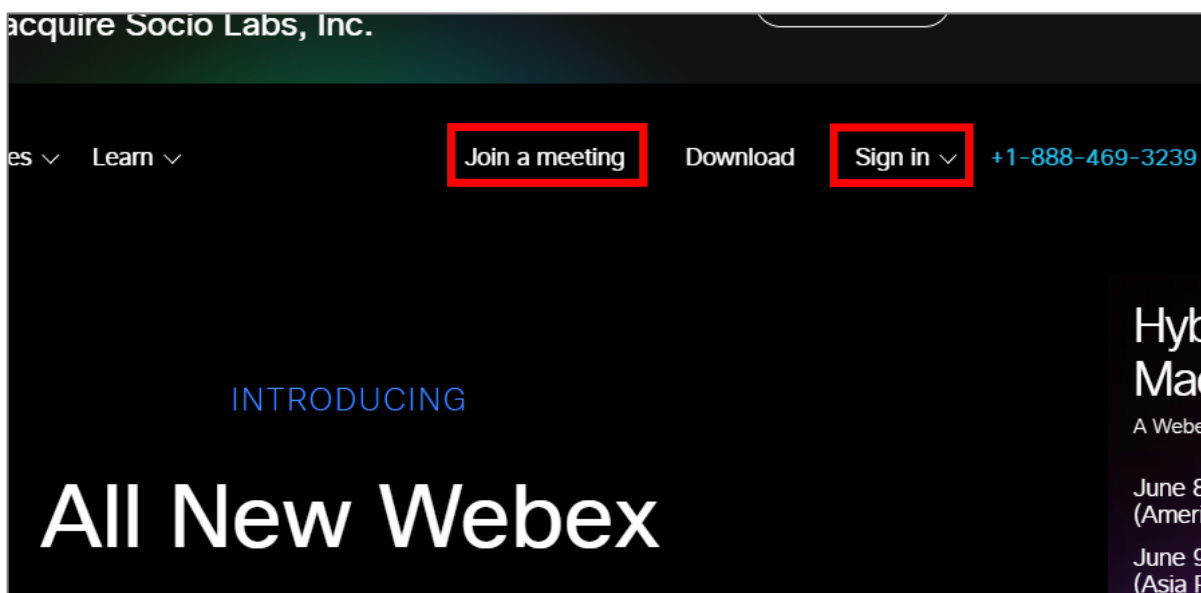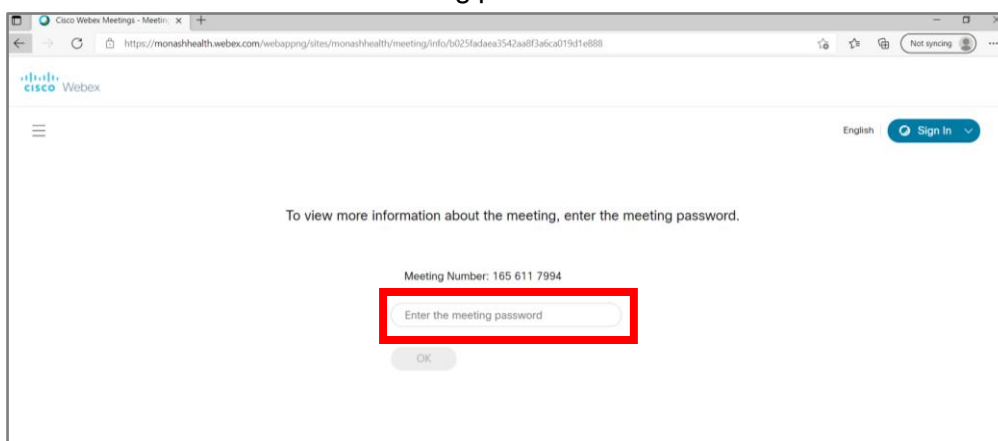
Joining a meeting

1. Once you have clicked on **Join a meeting**, enter the meeting number in the field on screen.
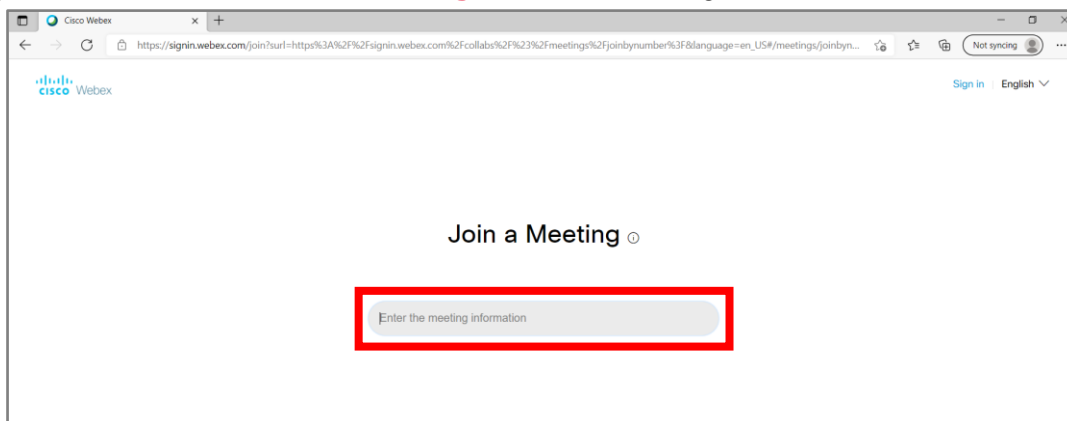
2. Next you will be asked to enter the meeting password.

3. You will then be able to join the meeting and enter guest (patient) details.

Tip: If a pop-up window appears with a request to save password details, click on '**Never**'. This is to avoid saving meeting passwords to your Monash Health user account profile.

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